



## **SPRING INTERNSHIP:**

### **Graduate Intern Program Management Office**

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#### **Agency Description:**

The New York City Department of Small Business Services (SBS) is a dynamic, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

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#### **Job Description:**

The SBS Program Management Office (PMO) drives the implementation of key projects focused on information systems, data and performance reporting. Focusing on project and program management, the unit helps enhance operations, improve service delivery, and ensure projects are delivered on time, on budget and to a high quality standard. Current major projects include a multi-agency business service portal, upgrade of SBS Customer Relationship Management (CRM) systems, and upgrade of the Worksource1 workforce management system.

The PMO intern will assist the Program Management Team with its technology-related work upgrading and building the business service portal for the Small Business First initiative. This is a new mayoral initiative, the goal of which is to reduce the regulatory burden on small businesses by changing the way city agencies interact with small business owners. The portal on NYC.gov/Business offers business owners online tools to make opening, operating and expanding a business in New York City easier and faster.

Under the supervision of the PMO Director, the PMO intern's responsibilities will vary based on need. The PMO intern will assist with both daily operational tasks and project work. Examples of tasks include, but are not limited to:

- Responding to business customer inquiries via email
- Compiling monthly reports from agency databases
- Assisting with research related to city and state licenses and permits with the goal of producing online content
- Assisting with research and analysis to support the planning and scoping of core technology tools for the Small Business First initiative
- Assisting with User Acceptance Testing of online tools prior to deployment

#### **Preferred Skills:**

- Proficient in MS Office (Word, Excel, PowerPoint, Outlook)
- Excellent organizational and time management skills
- Strong written and verbal communication skills
- Ability to work well in a team environment
- Interest in urban policy and planning and/or municipal/state regulatory processes
- Creative aptitude for collecting data from numerous sources: online research, agency applications, stakeholder interviews, etc.
- Ability to produce thorough, accurate, and clear documentation
- Strong and demonstrable analytical skills

**The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.**



## **How to Apply:**

**You must be enrolled in an accredited college/university to qualify for this internship.**

To apply, please email your resume and cover letter including the following subject line: PMO Intern to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

## **ALSO:**

Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job ID: 187165

**This is a paid internship. 17 hours maximum/Graduate hourly rate \$13.00**

**NOTE:** Only those candidates under consideration will be contacted.